

PACTS SUPPORT SPECIALIST
MEMPHIS, TENNESSEE
INFORMATION TECHNOLOGY DEPT.
Salary Range - CL 24/1 (\$34,356) – CL 26-61 (\$67,951)
depending on experience
OPEN UNTIL FILLED
POSITION NO. PSS12-01
Promotional Potential to CL26 Without Further Competition

Primary duties at the CL24 level (Pacts Support Specialist) consist of ensuring the accuracy and integrity of the unit's PACTS database and extractions. He/she will also assist with quality assurance of all electronic entries by applying verification techniques and providing day to day training to the user. At the CL25 level (Pacts Specialist), the duties consist of ensuring the accuracy and integrity of the unit's PACTS database and extractions. The incumbent provides quality assurance of all electronic entries by applying a high-level of problem solving and data verification techniques, and provides guidance and training to staff. At the 26 level (Pacts Administrator), he/she maintains expertise in PACTS administration and responds to the more complex questions relating to PACTS services, policies, and procedures. The incumbent is responsible for reviewing and evaluating PACTS entries and distribution of documents to ensure the accuracy of the PACTS database. The incumbent provides training, creates and maintains operating manuals, oversees and reviews the work of those making data entries and develops performance improvement solutions for job specific functions. A Bachelor's degree is required with one to three years of specialized experience. Education may be substituted for some experience. Applicant must pass a background investigation. Position is located in our Memphis, Tennessee location, with trips to our Jackson, Tennessee location when necessary.

Applicants **MUST** submit a letter of interest, resume, and completed AO 78 to: tnwpjobs@tnwd.uscourts.gov (only the AO 78 federal application is acceptable). **NO HARD COPIES OR FAXES WILL BE ACCEPTED.** Full posting and employment application available at: <http://www.tnwd.uscourts.gov>. **No phone calls please. OPEN UNTIL FILLED.**

THE U.S. DISTRICT COURT IS AN EQUAL OPPORTUNITY EMPLOYER.
ELECTRONIC FUND TRANSFER (EFT) FOR SALARY IS MANDATORY.